

# Stockland M\_Park

## Complaints Register May 2022

As a condition of the State Significant Development SSD-10467 approval, determined on 28 May 2021, Stockland is required to keep a record of all complaints received about the project.

Aligning with the conditions of the approval, the Complaints Register will be updated monthly and made publicly available via Stockland's website.

M\_Park maintains a community phone number as well as a dedicated project email address. Through either the phone number or project email address, members of the community and stakeholders can find out more about the project and lodge feedback or complaints.

## Getting in touch

**Call:** 1800 719 878

**Email:** stocklandMPark@wsp.com

### Report period – October 2021

| Date of complaint | Date of response | Nature of complaint  | Development approval | Project response  | Complaint status | Emergency complaint Y/N) |
|-------------------|------------------|--|----------------------|---|------------------|--------------------------|
| 12.10.2021        | 15.10.2021       | Trucks blocking entries to neighbouring properties and leaving marks on roads. Neighbouring properties impacted by dust from construction. Inadequate traffic controls and signage in place. | LDA2017-0547         | Stockland have investigated all issues with contractors and immediate actions and measures have been taken for future prevention. Following investigations, concerns raised over the trucks parking was not related to the project. | Closed           | No                       |

### Report period – May 2022

| Date of complaint | Date of response | Nature of complaint    | Development approval | Project response | Complaint status | Emergency complaint Y/N) |
|-------------------|------------------|------------------------|----------------------|------------------|------------------|--------------------------|
| N/A               | N/A              | No complaints received | N/A                  | N/A              | N/A              | N/A                      |